

### Abstract of the Disclosure

A determining unit determines a state where a new electronic mail cannot be captured unless protection  
5 of an existing electronic mail is released, when the new electronic mail is received, or an inquiry is made to a mail server. The state where a new electronic mail cannot be captured unless protection of an existing electronic mail is released is, for example, is a state  
10 where a received electronic mail box is full, and all of existing electronic mails are set to be protected, or the like. A guidance unit makes to a user a notification that the protection must be released, if the determining unit determines the state where a new  
15 electronic mail cannot be captured unless the protection of an existing electronic mail is released.